

COSA FLEET NEWS

Volume 1, Issue 3



April 21, 2008

FLO'S FORUM

"PROVIDING QUALITY FLEET SOLUTIONS"

As part of last year's strategic planning process, we adopted **"Providing Quality Fleet Solutions"** as our brand. As a result, we are customer focused, results driven and measuring nearly everything we do. At an Executive Team Retreat in March 2008, the City Manager reinforced the City's philosophy of fostering an organizational culture based on results. At Fleet Services our competence and commitment to serve is demonstrated by numerous initiatives. This quarter's newsletter is devoted to identifying some of those initiatives and accomplishments.

In October 2007, we began meeting quarterly and monthly with our customers as a means of promoting informal relationships and improved communication. As a result of one of those meetings with Solid Waste, we established a second shift at four truck centers. Our preventive maintenance compliance numbers have been declining over the past five years. This change in shift work has already resulted in improvements to the number of preventive maintenance work orders performed and has reduced overtime costs. For several years now the timely replacement of vehicles and equip-

ment was in need of improvement. Over the past six months our quarterly and monthly meetings with customers has improved our communication on the status of acquisitions. Our customers are more aware of acquisition plans for replacements and openly discuss their fleet availability issues. More frequent communication with our customers is resulting in improved customer services and cost reductions.

Without our fine employees, the department's progress towards excellence would not be possible. One important vision of the department is to achieve Automotive Service Excellence's (ASE) Blue Seal of Excellence designation by 2010. In partnership with Alamo Community College District, 30 technicians attended college level courses on various aspects of automobile repairs. As a result, six employees obtained their ASE certification and several more will be taking the test within the next few months.

As we look at our many challenges ahead, the above accomplishments are only the beginning of many more planned initiatives. Fuel price increases, air quality and technology changes are issues that we are better prepared to address, with competent and committed staff.

Florencio Peña, Director

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FLEET MAINTENANCE & OPERATIONS' FIRST SHOWCASE: Thanks to the diligence and hard work of Manuel Olivarri and Kevin Fareri of Acquisitions, Fleet held it's first successful showcase on Thursday, February, 21, 2008, at Brooks City Base, Storm-Water Division. More than 50 City employees representing various departments were on hand for the demonstrations. A presentation entitled "Air Quality and Alternate Fuels" was given by Andrew Hudgins, Clean City Coordinator for Alamo Area Council of Governments. Channel 5 News was also on hand and did a segment on their six o'clock news. City employees were able to try out the mowers first hand. The vendors in attendance were Dixie Chopper, Beeville Motorsports, LLC, Professional Polish Equipment, Ferris and EnviroGard.



City employee trying out a propane powered lawn mower



Representative discussing lawn mower with city staff.



Low polluting propane lawn mower



City employee receiving driving tips.



Demonstrating low polluting propane lawn mower

Emergency Preparedness

Over the past several years the City of San Antonio, has made great progress in anticipating emergencies. However, tragic events such as Hurricane Katrina in New Orleans, are a reminder that we must continue to update and improve our emergency preparedness. With the assistance of a \$650,000 grant awarded by Homeland Security, generators have been installed at 12 City fueling



Catarino "Cat" DeLuna, Fleet Operations Manager, standing beside one of 12 newly installed generators.

sites throughout the City. These generators will be a great improvement to public safety in the event of a disaster. Purchase and installation of these generators was coordinated by the following City employees: Jeffrey Dean, Fire Department, William Flint, Purchasing Department and Catarino DeLuna, Fleet Maintenance & Operations Manager.

Wheel Alignment Machine "Big Red"

In keeping with a 2007, budget initiative, a wheel alignment machine was acquired in February 2008. Alignments are now done in house for sedans, and trucks up to 1 ton. This includes dual rear wheels, with the exception of EMS and equipment that exceeds 14,000 pounds. "Big



Red", as some of the staff like to call it, will reduce cost, increase the internal service fund revenue and reduce vehicle downtime. In March 2008, technicians and superintendents started their training on "Big Red.



Brenda Garcia, Article Contributor

Personnel & Shift Changes at Fleet

Effective March 8, 2008, four truck centers; Northeast, Northwest, Southeast and Zarzamora went from one shift to two shifts. The new hours of operation are 6:30AM to 3:15PM and 1:00PM to 9:45PM. The extended hours were necessary to provide adequate coverage to Solid Waste's fleet. A change in Solid Waste's business practices resulted in trucks arriving later in

the day. Each truck center has nine technicians, one supervisor and one superintendent. Approximately 280 pieces of equipment are assigned to each location and each center processes approximately 8,900 work orders per year.

Prior to the shift change, all superintendents were rotated

to a different service center. This was done to bring fresh eyes and ideas to each service center and an opportunity for new and innovative ways of conducting business and interacting with our customers.

Ray Moreno, Article Contributor

TOUGHBOOK LAPTOPS

Fleet Maintenance & Operations recently purchased seven *Toughbook* laptops for the purpose of conducting onboard computer diagnostics. These laptops can be taken into the field or used at the service centers. Mark Titzman, Shop Foreman from Southway Ford trained the technicians on the proper operation of the laptops. The laptops acquisition enabled the purchase of Ford's Diagnostic System. In addition, Ford is providing a subscription to Ford Motor Company's Technical Resource Center (TRC), a member only website loaded with Ford, Lincoln, and Mercury technical support, repair shop manuals, electrical wiring diagrams, Technical Service Bulletins (TSBs), training discounts and much more. This new system will save our customers money and generate revenue for the City. *Toughbooks* can be used to diagnose any make or model of vehicle as long as the diagnostic software for that vehicle type is available. Fleet is in the process of acquiring additional software for the various makes of vehicles we have in our fleet.

Contributors: Carmen Cardenas & Ray Moreno

FLEET INVENTORY

EQUIPMENT TYPE	AMOUNT
Motorcycles	25
Automobiles	1,627
Passenger Vans	127
SUVS	98
Cargo Vans	46
Light-Duty Trucks	1,134
Medium-Duty Trucks	569
Heavy-Duty Equipment	375
Off Road Vehicles	876
TOTAL	4,877



FLEET'S NEWEST STAFF MEMBERS

1. David Flores, Maintenance Worker - 2/7/2008
2. William Gonzales, Tire Repairer - 3/6/2008
3. Irene E. Martinez, Fiscal Planning Manager - 4/14/2008

NEWLY ASE CERTIFIED TECHNICIANS

POLICE GARAGE:

1. Mark McWhorter, Tech II
2. Andrew Preciado, Tech II
3. Ruben Fuentes, Tech II

PARTS:

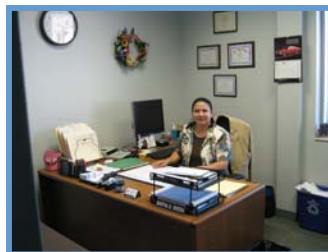
4. Rudy Mello, Superintendent

NORTHWEST SERVICE CENTER:

5. Francisco Gomez, Equipment Tech
6. Gilbert Guerrero, Equipment Tech



! CONGRATULATIONS !



Congratulations to Martha Rivera, Fuel Services Coordinator for receiving her Bachelor of Science Degree in Business

Management from the University of Phoenix in March 2008. She began her career with Fleet Operations in 1997, at which time she began to pursue her educational endeavors. During her time with Fleet, Martha has gained experience and knowledge not only about fuel operations but about fiscal matters as well. Congratulations again, Martha, you finally learned how to "write a real college term paper".